

AMERICAN EMBASSY BELGRADE
Department of State (DOS)
Information Resources Management (IRM)

Announcing an open position for

Title: Telephone Operator
Fixed-term position not to exceed 18 months

OPEN TO: All interested candidates

POSITION: **Telephone Operator (NEC);** FSN-04/FP-AA position grades to be determined*

OPENING DATE: January 27, 2012

CLOSING DATE: February 10, 2012

WORK HOURS: Full-time (40 hours per week)

SALARY: *Not-Ordinarily Resident: See the Human Resources Office for more details. (FP-AA position grade to be confirmed by Washington).
* Ordinarily Resident: (FSN-04).

LENGTH OF HIRE: **Fixed term position not to exceed 18 months; until the return of permanent employee**

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

Under current law, non-Serbian and American citizens, who are not/not Appointment Eligible Family Members, Eligible Family Members or U.S. citizen Members of Household (MOHs) officially recognized by the Ministry of Foreign Affairs, must possess a valid Serbian residence and work permit in compliance with host government laws and regulations prior to application. **Copies of the permits must be sent with the application. The Embassy/Consulate cannot sponsor applicants for either permit, except for U.S. citizen MOHs. Laws regarding residency are subject to change at any time.**

All applicants are instructed to address all of the required qualifications including knowledge, skills and abilities as detailed below with specific examples and comprehensive supporting information. Only applications that address the required qualifications are to be considered. **Applicants whose experience includes other duties and responsibilities than those required for this position, shall provide a detailed breakdown of duties to define how many hours per day they have spent working in each function in accordance to the position description. Applications that do not provide sufficient detail will not be considered.**

BASIC FUNCTION OF THE POSITION

The incumbent serves as one of the two Embassy telephone operators, with responsibility of incoming/outgoing telephone service, involving local, long distance and international telephone calls by assisting callers in timely and professional manner. He/she provides liaison between Telecom Serbia/Embassy occupants of the US Government quarters and is responsible for timely updates to post telephone directories and creating HTML versions of directories the changes of which should be posted within one working day as well as for maintaining operator schedule to cover all required hours. The incumbent serves as an interpreter, informs the Information Management Officer (IMO) of any telephone circuits problems or inoperable operator equipment within one hour. As a switchboard operator, the incumbent of the position is required to exercise sound judgment with incoming callers who demand to speak to the Chief of Mission (COM) or other Embassy officials. The position reports directly to IMO and assists the IMO with call detail reports that are to be verified and passed to the appropriate sections within one week.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

Education: Completion of secondary school.

Prior Work Experience: Minimum 2 years of switchboard, customer service, secretarial, or general office experience is required.

Knowledge: Understanding of how Telecom Serbia operates, what services they provide and what services are available for the employee's/own use. Knowledge of local PTT system as well as of long distance/international and local telephone dialing is required.

Skills and abilities: Must be courteous, polite, tactful at all times; good telephone voice; a good sense of judgment; flexible in handling numerous types of calls and requests for information; ability to work at a steady pace and remain calm in face of busy circuits and malfunctioning of equipment. Must have keyboard/data entry and IT software skills to make updates to embassy phone lists and publish phone list in HTML format.

Language proficiency: Must have S-3/R-3/W-3 (good working knowledge), speaking/ reading/ writing English. Must have S-4/R-4/W-4 (fluent) speaking/reading/writing Serbian.

SELECTION PROCESS

When equally qualified, Appointment Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

Note: Candidates will be tested for language and computer skills during the interview process.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. Successful candidate must be able to obtain an appropriate security clearance required for the position.

TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member ([DS-174](#)); **OR**
2. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **OR**
3. A current resume or curriculum vitae that provides the same information found on the UAE (*see section 3A below for more information*); **PLUS**
4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

3A. If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position
- B. Title Position
- C. Grade Vacancy
- D. Announcement Number (if known)
- E. Dates Available for Work
First, Middle, & Last Names as well as any other names used
- F. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

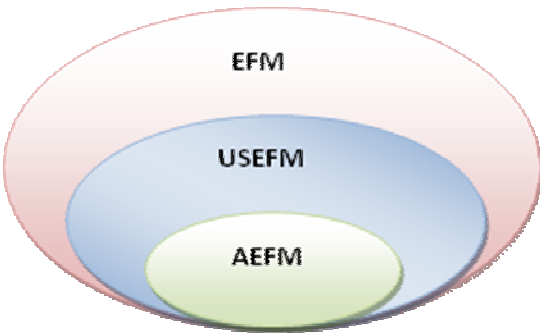
**Note: DO NOT enclose the original documents to your application, as they will not be returned.
Application language is English.**

SUBMIT APPLICATION TO THE HUMAN RESOURCES OFFICE
AMERICAN EMBASSY BELGRADE
KNEZA MILOŠA 50
11000 BELGRADE

NOTE: Candidates submitting applications by e-mail are required to consolidate their application, curriculum vitae, and enclosing scanned documentation into one Microsoft Word document only. E-mail applications with more than one attachment will be disregarded.

POINT OF CONTACT Telephone: 361-9344, ext. 4640 or 3064640
Fax: 361-5489
E-mail: belgradehro@state.gov

DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, and other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

CLOSING DATE FOR THIS POSITION: February 10, 2012
ONLY SHORT-LISTED CANDIDATES WILL BE CONTACTED.

Please note: Short listing and interviews are normally completed within six weeks of the closing date. Please assume that your application has been unsuccessful if you have not heard from us within six weeks of the closing date.

The US Mission in Serbia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.